



SCENIC HILLS
COUNTRY CLUB

•EST. 1958•

**Club Policies
And
Procedures**

Revised January 2023

Play where your friends play

Mailing Address:
8891 Burning Tree Road Pensacola, Florida 32514

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Professional Staff

Managing Partner/General Manager	Leo Lynne
PGA, Head Golf Professional	Rick Gorman
Food & Beverage Director	Jesse Sproles
Operations Manager	Brandon Nelson

Professional Staff Email

Leo Lynne	<u>leo@scenichills.com</u>
Jeremy Reese	<u>jeremy@scenichills.com</u>
Rick Gorman	<u>rick@scenichills.com</u>
Jesse Sproles	<u>jesse@scenichills.com</u>
Brandon Nelson	<u>brandon@scenichills.com</u>

Owners

Leo Lynne
Jeremy Reese

Hours of Operation

Clubhouse Office	Mon – Fri	9:00 am – 4:00 pm
Golf Shop	Everyday	6:00 am – 6:30 pm (Daylight Savings)
		6:30 am – 5:30 pm (Standard Time)
Bar & Grille	Mon - Fri	11:00 am – 8:00 pm
	Sat - Sun	10:00 am – 8:00 pm

Menus

Menu	Everyday	11:00 am – 8:00 pm
Brunch Menu	Sat & Sun	10:00 am – 2:00 pm

Menu availability is subject to change due to special events. To check menu availability please call the Clubhouse to make a reservation.

Holiday Closures

Thanksgiving Close at 3 pm
Christmas Eve Close at 2 pm
Christmas Day Closed All Day

General Information
Club Policies

Membership Rules

CODE OF CONDUCT

Scenic Hills Country Club (“Club”) is a golf and social club supported by membership fees and dues for the pleasure, recreation and fellowship of its members. All members, staff, visitors and guests are expected to conduct themselves in a manner that:

- a) Creates an environment and culture that is courteous, considerate, respectful and reflective of personal integrity, and good will;
- b) Acknowledges the Club as a family friendly environment and, therefore, refrain from using language and exhibiting behavior inappropriate for children and acts in a tasteful, appropriate manner; &
- c) Respects the need to maintain confidentiality and protects individuals’ right to privacy in appropriate circumstances.

Complaints, Discipline and Loss of Privileges

Complaints by members regarding abuse of any club facility or rule should be reported to Management. The General Manager of Scenic Hills Country Club has charged Management and staff with the task of enforcing all Club rules. When a Member or Guest is addressed by a Scenic Hills Manager concerning any violation of the Membership Rules, that Member or Guest is expected to be courteous and responsive. Membership Rule violations, behavioral concerns, and disciplinary actions will be documented and maintained by the Club. If any Member or Guest fails to act appropriately after a warning, and continuously violates the Membership Rules, that person will be subject to suspension, limitation or loss of Club privileges, or other measures deemed appropriate by the Management.

When any Membership Rules are broken by any Member, Management will decide on the disciplinary action. The decision process shall be as follows. The Club uses two types of disciplinary actions:

- Progressive Disciplinary Action
- Immediate Disciplinary Action

The Progressive Disciplinary Action process follows the sequence below:

- Verbal or Written Reprimand
- Probation
- Suspension
- Termination

Progressive Disciplinary Action is the use of increasingly more severe actions to address the Member behavior and Code of Conduct concerns, and provide members an opportunity to improve their personal conduct while on Club premises and/or at Club events.

In cases where behavior problems are too severe for Progressive Disciplinary Action, Immediate Disciplinary Action can be taken without counseling or a written reprimand first.

Disciplinary Action Process

The Club uses the following as part of both the Progressive and Intermediate Disciplinary Actions. Management reserves the right to use their discretion when evaluating the circumstances of each case for disciplinary actions.

1) Verbal Reprimand: The Member will be verbally advised of the disciplinary concerns observed and/or at issue. A record of the verbal reprimand will be created and maintained in the Member's file. Further disciplinary action is typically not required for first time occurrences.

2) Written Reprimand: The Member will be advised of the disciplinary concerns in writing. A copy of the Written Reprimand will be maintained in the Member's file. Depending on the nature of the issue(s), a Written Reprimand may include the Member being placed on Probation for up to 90 days.

3) Probation: The Member will be placed in probationary status for a minimum of 90 days and maximum of One (1) Year. Any Code of Conduct violations and/or behavior concerns observed during the Member's probationary period will be escalated immediately to Suspension or Termination, as determined by Management. The Member's conduct will be re-evaluated by Management prior to coming off of probation. A record of the Probation Actions and status will be maintained in the Member's File.

4) Suspension: During the suspension period, the Member will not be permitted on the Club premises, unless specifically permitted by Management to address matters related to the disciplinary concerns. The Suspension period will be a minimum of 30 days and maximum of 180 days. Management will re-evaluate the Member's conduct prior to removing the Suspension status. A record of the Suspension actions and status will be maintained in the Member's File.

5) Termination of Membership: The Member will be terminated from the Club Membership after review and approval by the Management and the Owners. The Member will be provided a written statement of the circumstances leading to the Membership termination. A record of the Termination will be maintained in the Club and Member Files.

A Member may be suspended or, their Membership may be terminated, from the Club if Management determines the Member:

- Exhibits unsatisfactory behavior, conduct or appearance.
- Fails to pay any outstanding charges due to the Club in an appropriate and timely manner.
- Fails to abide by Membership Rules.
- Exhibits abusive, offensive, and/or disrespectful treatment of Club personnel and staff.
- Exhibits any other conduct deemed as warranting suspension or termination of Membership, by the Management or the Owners .
- Commits any criminal acts or theft on Club premises or property
- Mistreats any individuals on the basis of race, gender, national origin or religion..
- Willfully damages and/or destroys property belonging to the Club, Member's and/or their family members/guests, Patrons, or Persons visiting the Club.
- Engages in any physical or verbal fighting or abuse against Club personnel/staff, Members and/or their family members/guests, Patrons, or Persons visiting the Club.
- A Member may be terminated if, during the 12 Month period following the suspension, said Member repeatedly violates the same rule(s) or engages in the same conduct that led to the prior Suspension.

Breach of Member Conduct

The Club may at any time, and from time to time, restrict or suspend, for cause or causes described in these rules, any Member's rights to use any or all the Club Facilities. Dues and other charges shall continue to accrue during the restriction or suspension period of a member and shall be paid in full prior to the reinstatement. When the conduct of a Member on the Club premises or elsewhere in the judgment of Management is prejudicial to the Club, or likely to endanger the welfare, interest or character of the Club, or when a Member willfully commits a breach or a violation of any by-law or rule or regulation of the Club, the Member may be suspended or expelled from membership at the discretion of the Management at which the conduct of the Member or Members is considered. The decision of Management, subject as hereinafter mentioned, shall be final.

REPORTING PROCEDURES:

Improper service should be reported in writing immediately to Management so that responsible persons may be identified, and the problem corrected. Reports of rule violations shall also be reported in writing immediately to Management. Serious complaints made in writing will be investigated and handled accordingly by Management.

1. Members and Employees of the Club are requested to report any violation of the Policies in writing with a signature.
2. Anonymous emails and messages will be considered invalid and discarded upon receiving.
3. Members committing the same violations will be subject to such action as deemed necessary in accordance with the Rules & Regulations, including an appearance before Management.
4. Written complaints will be responded to in writing within 30 days.

It is unbecoming, and shall be grounds for disciplinary action, for any member or guest to abuse, verbally or otherwise, any of the Club's employees. No member shall discipline any employee, nor shall a member request an employee to leave the Club facilities for any purpose whatsoever. Members are requested to report misbehavior or violations of these Rules committed by employees, other Members or guests to the

Management, and all violations will be subject to disciplinary action as deem necessary by Management. Violation of these Rules or conduct in a manner prejudicial to the best interests of the Club, will subject the violator to disciplinary action in accordance with the Rules, including without limitation, suspension or termination of membership privileges.

Manners

Foul language or any distasteful behavior, causing a disturbance or infringement on the rights of others may be cause for the loss of Clubhouse privileges as determined by the Management.

Members' Interaction with Employees

Members are to treat employees with dignity and respect at all times. Members are not to abuse any employee, verbally or otherwise. Members should refrain from instructing, criticizing or berating employees of the Club. Any suggestions or complaints regarding any phase of the operation or individual employee performance should be submitted to, or discussed with, the management.

Harassment

The Club is committed to providing an environment that is free of discrimination and harassment with respect to members, guests and employees. Club employees have been advised that they are protected from harassment by members and guests. The Club is committed to providing employee with a safe and trusting environment. Employees are instructed to make the details of their complaints known to management. Harassing conduct includes, but is not limited to epithets, slurs or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes and display or circulation of written or graphic material that denigrates or shows hostility or aversion toward an individual or group. Harassment also includes, (but is not limited to), behaviors that involve unwanted sexual advances or requests for sexual favors; sexual jokes and innuendo; verbal abuse of a sexual nature; commentary about an individual's body, sexual characteristics or sexual deficiencies; leering, catcalls or touching; insulting or obscene comments or gestures; display or circulation in the workplace of sexually suggestive objects or pictures; and other physical, verbal or visual conduct of a sexual nature.

No Club Liability

The club assumes no responsibility or liability for the loss of, or damage to, property of members, guests, or visitors, or for any other loss or damage sustained by members or their guests in the clubhouse or on the grounds. Lost articles not claimed within thirty (30) days may be disposed of at the discretion of the Management.

Alcohol

Instances of intoxication on Club property may be subject to appropriate disciplinary action. Club employees may refuse service of alcoholic beverages to any individual they feel is intoxicated or on the verge of becoming intoxicated.

Member Responsibility

Each member and their family members are responsible to see that everything is in good order, cleaned up and in good condition after using any part of the clubhouse, outside facility or golf carts and grounds. Every member is responsible for the conduct of his or her guests and/or children. The conduct and safety of children are the direct responsibility of their parents while on Scenic Hills Country Club property. Control of members' children is the responsibility of the parents, and not that of Club employees. Adhering to guest usage rules of all Club facilities is primarily the responsibility of each Club member who should monitor their guests' usage to avoid exceeding the allowable limits. Damage or destruction of equipment, furnishings or any property belonging to the Club, by members or guests, will be charged to and will be payable by the members responsible.

Parking

Parking (except handicap) is not permitted in the Club entrance circle drive at any time. Handicap parking is provided in the parking lot close to the Clubhouse. Parking of Trailers, RVs, and motor homes on Club premises is subject to prior permission from the Management.

Attire

Appropriate attire is required at all times in the Clubhouse. Swimsuits and bare feet are not allowed in the Clubhouse.

Outside Food and Beverages

Food and beverages purchased elsewhere may not be brought to any Scenic Hills facilities without the prior consent of Management. Food and beverages served or consumed on the club's premises by members or guests must be purchased from the clubhouse. However, members may bring wine to have with a meal in the dining room but a corkage fee will apply.

Smoking & Vaping

All interior portions of the Club are designated non-smoking/vaping areas. When smoking on the patio or outside areas, cigarette butts are to be deposited into the ashtrays located on the patio decks.

Recruitment of Club Employees

Recruiting Club employees for employment in another business is not allowed without prior approval from Management.

Gifts to Employees

Members may provide reasonable gifts or gratuities to employees as tokens of appreciation for service. Members may not provide anything of value to any employee that is too repetitive; involves any quid pro quo; or carries the perception of influence or obligation of any type.

Removal of Club Property

No equipment or furnishings belonging to the Club shall be removed from the Club premises without Management's permission. Cutting or pulling of flowers or shrubbery or trees on the Club grounds is not permitted.

Advertisements

Advertising in any form and posting of notices is not permitted on Club premises unless approved in advance by Management.

Outside Entertainment

Performances by entertainers will only be permitted with the permission of Management.

Golf Course Rules

Golf Course Dress Code

MEN - Shirts with collars and sleeves; slacks or Bermuda shorts are considered appropriate attire. Tank tops, tee shirts, cut-offs, sweat pants, warm up suits, blue jeans or denim shorts, athletic shorts, short shorts, or other athletic shorts are discouraged on Golf Course.

WOMEN - Dresses, skirts, mid-length shorts, and blouses are considered appropriate attire. Halter tops, tee shirts, fishnet tops, bathing suits, sweat pants, warm up suits, blue jeans or denim shorts, athletic shorts, cut-offs or short shorts are discouraged on Golf Course.

Improperly dressed golfers will be asked to change before being allowed to play. The Golf Staff reserves the right to make final decisions on compliance with the dress code policy.

Food & Beverage

Florida state law mandates no alcoholic beverages may be brought onto a licensed account, therefore, no outside beverages or coolers are permitted. Only food and beverages purchased at the facility may be taken onto the golf course. All alcohol purchased at the facility must remain at the facility.

Golf Registration

- ◆ Members up to 14 days in advance for reservations.
- ◆ Public up to 7 days in advance or reservations.
- ◆ All players must register at the Golf Shop before starting play, and must play from the first tee unless otherwise permitted by the Club.
- ◆ All golfers must have and use their own set of golf clubs.
- ◆ A rental club service is available if needed.
- ◆ Pace of Play: 4 hours
- ◆ Keep up with group in front of you
- ◆ All players should play in a reasonable amount of time. Course Marshals will enforce the speed of play when necessary.
- ◆ Players who are unable to play in a reasonable amount of time may be required to tee off in the afternoon.

Golf Cart Usage

- ◆ Each operator of a golf cart must be at least 16 years of age.
- ◆ Cart path only around all tees.
- ◆ Cart path only at 30 yards out from every green.
- ◆ Cart path only on all par 3's.
- ◆ The starter will give special daily cart restrictions.
- ◆ Please observe cart directional signage.
- ◆ Carts are not permitted on public roadways and may only cross roadways only at main road crossing.
- ◆ Only 2 bags and 2 riders per cart.

Raincheck Policy

Scenic Hills Country Club will prorate raincheck based on number of holes completed.

Rainchecks will be issued for applicable golf fees and rental club fees.

Rainchecks will be issued for inclement weather only. (Rain, lightning, etc.) Rainchecks will not be issued due to darkness.

There are NO refunds.

Pace of Play

It should be the goal of all players to complete their round in four hours or less. This amount of time will be more than adequate, provided all players remain aware of the need to play without delay. It is each group's responsibility to be observant of its position on the course and keep pace. Please play ready golf for the enjoyment of all golfers. Player Assistants and the Golf Staff have full authority to maintain the rules and speed of play for everyone's enjoyment.

- ◆ The expected pace of play is 4 hours or less per 18-holes.
- ◆ Be at the ball, ready to hit, when it is your turn. Every time. Play ready golf.
- ◆ Mark the ball's flight with a background object.
- ◆ Note distance, yardage, and wind before reaching the ball.
- ◆ Take 2 or 3 clubs to the ball.
- ◆ Start moving toward the ball immediately after it is hit.
- ◆ Study line of putt while others are preparing to putt.
- ◆ Limit search for lost ball to three (3) minutes. Hit provisional ball before searching.
- ◆ Consider other options for unplayable lie besides returning to spot of previous stroke.
- ◆ Invite others to play through when back up develops or hole opens up ahead.

Number of Players

Play will be administered on the course in traditional groups of four or less. Groups of five will only be permitted on the course with prior approval from the Golf Shop. The starter will pair up groups of less than four players to make as many foursomes as possible.

Walking Policy

- ◆ Members and their guests may walk any time of the day.
- ◆ Walking will NOT be permitted in Club tournaments unless specified.
- ◆ All pull carts must have wheel width approved by the Golf Shop.
- ◆ Pull carts are not allowed on tees, collars or shoulders of greens or in bunkers.
- ◆ Keep pull carts a minimum of five (5) paces from the green.

Course Etiquette

Please observe golf etiquette as set forth in the current 'U.S.G.A. Rules of Golf' with a special notice to the following:

- ◆ Players must sand divots, rake bunkers, and repair ball marks.
- ◆ After raking a bunker, the rake is to be placed inside the bunker.
- ◆ If a group fails to keep pace on the course and loses more than one clear hole from the players in front, they should allow the group following to pass or simply skip a hole to catch up.
- ◆ No player should play until the players in front are out of range.
- ◆ Players should not search for more than three minutes before doing so.
- ◆ Players should, when the play of a hole has been completed, immediately leave the green. Players may not practice on the golf course.

Golf Course Property

- ◆ The golf course is considered private property. We do not condone any person or vehicle to travel on any portion of the golf course without prior approval. Any individuals, vehicles or homeowners that cause damage to the golf course will be held liable for damages.
- ◆ The golfer is responsible for the flight of their golf ball and any damage it may cause to homes, vehicles, etc. If you or a guest causes damage to any said property, please notify the owner of the property as soon as possible.
- ◆ Please respect the privacy of the homeowners and do not retrieve golf balls from private property.

Local Golf Rules

Play is governed by the U.S.G.A. Rules of Golf and its Decision Book and where applicable, by the following Local Rules. Conditions and definitions subject to changes and/or amendments by the Golf Professional.

- ◆ **Out of Bounds:** Defined by white stakes defining property lines. The nearest points at ground level define out of bounds. The inside edge of all streets and fences bordering property define out of bounds. A ball is out of bounds when all of it lies out of bounds.
- ◆ **Penalty Area:** Defined by red lines. A ball is in a penalty area when any part of it lies in or touches the penalty area line.
- ◆ **Obstruction:** Anything artificial, including sprinkler heads, control boxes, all cement cart paths, or drain covers are obstructions.
- ◆ **Embedded Ball:** A ball embedded in its own pitch-mark in the ground in any closely mown area 'through the green' may be lifted, cleaned and dropped, without penalty, as near as possible to the spot where it lay but not nearer the hole. The ball when dropped must first strike a part of the course 'through the green'. 'Closely mown area' means any area of the course, including paths through the rough, cut to fairway height or less.
- ◆ **Ground Under Repair:** Enclosed white line areas define ground under repair. A ball is in ground under repair when it lies in or any part of it touches ground under repair. The line itself is ground under repair. Other areas of ground under repair, even though not so marked, include:
 - A. French drains (trenches that have sunk below the surface, may also be filled with small stone or the like)
 - B. Fire ant beds or mounds
 - C. Newly trenched areas and sod seams.
 - D. When in doubt of a ruling, play a second ball.
- ◆ **Bunker Rakes:** The U.S.G.A. recommends that rakes be placed inside the bunker where they are least likely to affect the movement of the ball. Rakes should be placed parallel inside the bunker approximately two feet from the edge.

Golf Shop

The Golf Shop at Scenic Hills Country Club strives to provide Members and guests with a variety of top of the line golf merchandise at very competitive pricing. We stock apparel, as well as, gift items for your favorite golfer. Be sure to take advantage of the 10% off members discount.

Handicap Flag Usage

Handicap flags are issued to Members who have an authorized letter from a physician or who possess a handicap parking pass from the Department of Motor Vehicles. The intent of a handicap flag is to allow a member who is medically impaired to have better access to their ball during play. Carts can cause significant damage to the course if taken into places which are restricted. The handicap flag holder's cooperation is very important.

Handicap flag holders are requested to sign an agreement stating that they will follow these guidelines:

- ◆ Flag will be easily visible.
- ◆ Flag will not be in effect when the Golf Course Superintendent deems condition of course is not cart accessible.
- ◆ Par 3 holes may be accessed.
- ◆ Member will keep their cart on the mowed approaches to the green and will not put the cart within 10 yards of a green, on a green slope or tee box
- ◆ For more information or to obtain a handicap flag, please contact the Golf Shop.

Golf Handicaps

Maintaining an accurate handicap in accordance with the U.S.G.A. Rules is a personal responsibility. An accurate handicap is earned by posting a score (applying equitable stroke control according to your handicap) for all rounds of golf played.

A round of golf includes:

All 18-holes completed

Two consecutive 9-holes regardless of dates played

13 or more holes played

To arrive at your posting score when you play at least 13, but less than 18-holes, add to your cumulative score, adjusted according to your handicap, par for each remaining hole, plus the strokes you are entitled to for each hole, according to your handicap. Equitable Stroke Control (E.S.C.) is the U.S.G.A. formula for adjusting your score for posting and handicap purposes.

(see chart below) Please post all scores in accordance with U.S.G.A.

Rules...all scores properly adjusted.

An 'EGO handicap' hurts the individual and partner during team play.

A 'sandbagger' is unfair to their fellow Club Members and competitors.

An accurate handicap is representative of an individual's golf game.

Scenic Hills Country Club uses the GHIN System for reporting handicaps. If you are a new Member or a new golfer and would like to establish a handicap, please talk to a Golf Shop employee, and we will assign a handicap number for you. Please see the Golf Shop for more details.

Membership Terms

Membership Rates

The current Membership rates will be available at www.scenichills.com or in the Golf Shop. All Membership dues are nonrefundable.

Membership as a Limited Right to Use

Membership at the Club is a limited and revocable license for use of the applicable Club facilities, subject to the Membership Terms. The Club is not an equity club and no Member will, by virtue of Membership, be an owner or partner of the Club or the New Owner, or have any ownership or equity right or interest in the Club, the New Owner or their assets. The New Owner reserves the right to sell or otherwise transfer the Club without notice to or consent of the Members, in which case Membership may or may not be transferred to the purchaser or other transferee as determined by the New Owner. A Membership is solely for recreational purposes, and a prospective Member should not view a Membership as an investment or otherwise expect to derive economic benefits from such Membership. Memberships are non-transferable and non-refundable.

Resignation/Leave of Absence

A Member may resign by giving 30 days advance written notice or by filling out a form in the golf shop and by paying all unpaid amounts owing to the Club, and upon completion on one year contract obligation.

If you wish to terminate your membership, you must complete the Cancellation Form and mail to: 8891 Burning Tree Road, 32514 Pensacola, Florida. Or Email: Rick@scenichills.com.

Change

The Club reserves the right to change from time to time applicable Member fees and charges, Membership categories and Member rights and privileges, without prior notice.

(Revised January 2023)